GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:1160
ANSWERED ON:28.07.2015
Standards for Services
Venkatesh Babu Shri T.G.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government is considering any proposal to formulate minimum standards and quality for "Services" such as healthcare, transport, piped drinking water, food products and bring them under the ambit of mandatory services;

(b) if so, the details thereof; and

(c) the time by which the above proposal is likely to be implemented and the action proposed to be taken against the defaulting service providers of these products?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (c) : Bureau of Indian Standards (BIS) has already formulated a number of standards in the areas of healthcare, transport, piped drinking water and food products.

The Central Government can notify any article or process of any scheduled industry to compulsorily conform to relevant Indian Standard as per the provision under Section 14 of The BIS Act, 1986. While notifying Indian Standards for compulsory conformity, the nodal Department/Ministry of the Government specifies the time by which such orders are to be implemented and the action to be taken for non-adherence to the orders.
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